

Owen Nicholson

Technical Account Manager

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STRENGTHS

- 🗨 **Customer translation**
Turns laboratory needs into clear platform decisions. Scientists often sought a practical explanation before approving workflow changes.
- 📋 **Account ownership**
Keeps multiple customer workstreams moving through visible actions, clear owners, and steady follow up when priorities shift.
- ⚠ **Risk planning**
Raises scope, adoption, budget, and product concerns early. That habit gives stakeholders room to act before delivery suffers.
- 🧠 **Scientific empathy**
Uses molecular biology experience to understand research pressure. Laboratory examples make technical guidance easier for users to apply.
- 🔧 **Escalation clarity**
Separates configuration issues from product gaps, helping Support and product teams focus on evidence and practical next steps.

SKILLS

Technical account management

Scientific R&D platforms

Molecular biology

Customer adoption

Platform configuration

Project planning Risk management

Escalation management

Relationship building

Laboratory informatics SQL

Python API integration

SUMMARY

Technical Account Manager with six years supporting scientific software services, **enterprise life science customers**, laboratory informatics, and **post go live** optimization. More than three years of hands on administration and configuration experience with scientific R&D platforms supports practical guidance for research teams. Leads customer engagements independently, translating molecular biology workflows into clear configuration, adoption, and service plans. Manages multiple workstreams, sprint based **optimization projects**, escalations, and risks involving scope, budget, product gaps, and adoption. Uses LucidChart, Smartsheet, Jira, and Certinia for milestones, dependencies, deliverables, and follow up. Communicates comfortably with bench scientists, research leaders, IT managers, and executives, drawing on laboratory experience, SQL, Python, API integration, and GxP **validated environment** knowledge.

EXPERIENCE

Senior Technical Account Manager

NovaCell Research Technologies 📅 January 2024 - Present 📍 Cambridge, MA

Owns enterprise life science accounts using scientific R&D platforms, coordinating post go live services, optimization sprints, tenant administration, risk mitigation, and executive communication across research and IT stakeholders.

- Manage enterprise accounts across research, IT, Support, **Customer Success**, and **Professional Services** stakeholders.
- Lead configuration reviews and optimization sprints with **milestones**, **deliverables**, owners, and acceptance criteria.
- Maintain customer tenants through **structured data**, permissions, workflow, and enablement updates.
- Document adoption, scope, budget, and product risks in Jira and Smartsheet.
- Facilitate escalations by separating configuration issues from product limitations for technical resolution.
- Advise scientists and executives on **best practices**, capability enablement, and optimization sequencing.

Technical Account Manager

GenomeWorks Software Services 📅 July 2022 - December 2023 📍 Boston, MA

Managed biotechnology accounts after implementation, combining hands on scientific platform administration with project planning, workflow configuration, adoption support, escalation coordination, and customer presentations.

- Served biotechnology customers as primary technical contact after implementation and during recurring service reviews.
- Configured **molecular biology** workflows after mapping experimental processes in **LucidChart**.
- Built **Smartsheet** plans for **scope**, dependencies, milestones, deliverables, and validation checkpoints.
- Coordinated adoption barriers and **escalations** with **Customer Success** and Support teams.
- Tracked configuration requests, defects, and enablement tasks across parallel workstreams in Jira.
- Presented platform recommendations to scientists, project leads, and IT stakeholders.

Scientific Systems Specialist

Beacon Bioinformatics Solutions 📅 June 2020 - June 2022 📍 Waltham, MA

Supported laboratory informatics environments for biotechnology research groups through scientific platform administration, data quality work, API integration, controlled documentation, workflow enablement, and user training.

- Supported **laboratory** informatics environments for biotechnology research groups using scientific data systems.
- Configured research workflows, user access, structured data, and platform support processes.

GxP validated environments

Structured scientific data

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Technical Account Manager at NovaCell Research Technologies (2.7 Years)

● Technical Account Manager at GenomeWorks Software Services (1.4 Years)

● Scientific Systems Specialist at Beacon Bioinformatics Solutions (2 Years)

● Molecular Biology Research Associate at University Research Lab (11 Months)

- Developed **Python** and **SQL** utilities for controlled data checks and reporting.
- Troubleshoot **API integration** payload and mapping issues with technical colleagues.
- Documented **GxP** aware configuration changes, test evidence, and user acceptance details.
- Trained scientists on **structured data** capture using practical laboratory examples.

Molecular Biology Research Associate

University Research Lab 📅 June 2019 - May 2020 📍 Worcester, MA

Conducted supervised molecular biology research while organizing scientific records, evaluating digital research tools, supporting structured data capture, and communicating findings across a shared laboratory setting.

- Conducted supervised **molecular biology** research using documented experimental protocols.
- Organized sample metadata and experimental records across repeated assays.
- Evaluated digital research tools against laboratory documentation workflows.
- Prepared research summaries and presentations for faculty and laboratory peers.
- Applied Python scripts for assay file organization and data quality checks.
- Coordinated sample schedules and shared equipment use across researchers.

PROJECTS

Scientific Platform Optimization Program 📅 2024

Led a distinct optimization program combining tenant configuration, workflow review, stakeholder planning, and adoption guidance for research users. Created practical milestones, validation checkpoints, and follow up records that helped teams connect platform changes with laboratory priorities.

Laboratory Data Integration Study 📅 2021

Supported a laboratory systems study focused on structured data capture, Python checks, SQL reporting, and API mapping. Documented transformations and validation evidence so research teams could review data quality with greater confidence.

LEADERSHIP & AWARDS

- Recognized by account leadership for clear technical escalation coordination across scientific and IT stakeholders.
- Selected to lead recurring platform optimization reviews for complex biotechnology customer workstreams.
- Received positive faculty recognition for clear molecular biology research presentations and documentation.

EDUCATION

Master of Science in Molecular Biology

University of Massachusetts Lowell 🎓 GPA: 4.0 📅 2020 📍 Lowell, MA

Coursework: Molecular biology, genetics, biochemistry, scientific data analysis

Bachelor of Science in Biology

Clark University 🎓 GPA: 4.0 📅 2018 📍 Worcester, MA

Coursework: Cell biology, genetics, biochemistry, laboratory research

CERTIFICATIONS

- Project Management for Scientific and Technical Teams 📅 2023
- GxP Validated Environment Practices 📅 2023

TECHNICAL SKILLS

- **Project Management Tools:** LucidChart, Smartsheet, Jira
- **Business Systems:** Certinia, Jira, Smartsheet
- **Scientific Platforms:** Scientific R&D platforms, laboratory informatics, research software
- **Data Languages:** SQL, Python, structured scientific data
- **Integration Technologies:** API integration, payload mapping, system interfaces

- **Molecular Biology:** Molecular biology, genetics, biochemistry
- **Workflow Configuration:** Workflow configuration, permissions, tenant administration
- **Quality Environments:** GxP, validated environments, test evidence
- **Delivery Practices:** Sprint planning, milestones, acceptance criteria
- **Customer Services:** Post go live services, escalations, adoption planning

PROFESSIONAL AFFILIATIONS

- Life sciences technology community participant, sharing practical perspectives on research workflows and scientific data.
- Molecular biology research network member, staying connected with laboratory methods and data practices.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST